

## **CUSTOMER AND SUPPORT SERVICES MANAGER**

### **PURPOSE AND NATURE OF WORK**

Position is responsible for all activities of the Utilities Customer Service Division, the Meter Services Division, and the Support Services staff, including analysts for the electric, water, and wastewater. Supervises staff which provide analyses and financial / accounting support to the utility, service / meter reading to the customers, and collect revenue for Lafayette Utilities System and Lafayette Consolidated Government, as well as prepare the rate ordinance, financial and performance analyses and reports, proposed capital and operating budgets; performs training, public information, and other administrative and support functions.

Incumbent reports to the Departmental Director and has supervisory responsibilities, through subordinate supervisors, for a large staff of analytical, technical, and field positions.

**ILLUSTRATIVE EXAMPLES OF WORK** (Note: These examples are intended only to illustrate the various types of work performed by the incumbent. All duties performed may not be listed.)

Supervises and participates in the preparation and presentation of the departmental annual and revised budgets, monthly and/or special financial statements or analyses, rate and performance analyses, fuel management analyses, and departmental policy and procedure matters.

Attends City/Parish Council meetings and presents budget proposals, projections, and reports of operating and capital expenses. Provides explanations and justifications for proposals.

Manages customer services for Lafayette Utilities System, reviews and approves procedures and practices in providing billing information and customer service to customers. Supervises and participates in regulatory compliance, and cost / benefit analyses of proposals. Reviews and approves procedures and practices used in collecting revenues. Handles difficult complaints or problems from customers that cannot be resolved by subordinates. Supervises the operation of the Meter Services Division. Performs related work as required.

### **NECESSARY KNOWLEDGE, ABILITIES AND SKILLS**

Thorough knowledge of research methods used to determine utility rates, and preparing a large municipal budget for utilities system which includes electric, water and wastewater.

Thorough knowledge of accounting and financial analyses and reporting methods in the utility industry and applicable law and regulation affecting these.

Thorough knowledge of utility billing and service policies and procedures, including meter-reading procedures.

Ability to develop effective customer service programs and features for electric, water and wastewater utilities.

Ability to form and maintain effective working relationships with employees, agency officials, elected officials, consultants, and the general public.

### **DESIRABLE TRAINING AND EXPERIENCE**

Bachelor's degree in either an accounting related field or a business related field, supplemented by substantial professional experience in electric, water and waste water utility budgeting, finance, accounting, and rate analyses, or an equivalent combination of education and experience.